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To: Health Care Service Plans, Health Care Provider Organizations,
and Applicants for Licensure or Authorization

**From: Department of Managed Care
(Department of Managed Health Care)**
Brian J. Bartow
Chief, Licensing Division

Date: September 15, 2000

RE: Instructions for Filing Urgent Grievance Contact Information; Changes to Department
Information

The Department of Managed Health Care has undergone a number of changes since its formation July 1, 2000. Additionally, some new regulations have been adopted which require clarification for filing new information. Our ultimate goal is to provide the best possible service to our customers and we apologize for any confusion this may have created. This memorandum answers some of the more frequently asked questions we have been receiving at the Department of Managed Health Care.

Urgent Grievance Contact Information

As you know, effective August 14, 2000, emergency regulations were adopted regarding Health Plan grievance processes, including new requirements for "urgent grievance contacts". The following is a summary of the process for the Health Plans regarding the submission of the urgent grievance contact information.

- Provide in Exhibit E-1 a narrative description of the grievance process highlighting the points demonstrating compliance with the changes to Section 1368 (SB 189) and the emergency regulations; and,
- Submit under Exhibit W the copies of policies and procedures applicable to the grievance process, including Plan personnel instructions for handling urgent grievances; and a summary of information for the contact person(s) responsible for handling urgent grievances. For example name, telephone number, facsimile number, pager number, etc.

Change to Department of Managed Health Care Phone Number

The Department's memorandum dated July 26, 2000 communicated the following information:

- Name change from Department of Managed Care to the Department of Managed *Health* Care
- The Department's new web site is www.hmohelp.ca.gov.

In addition to the name change, the Department's new telephone number for patient complaints should be used on all subscriber and enrollee materials. The number is as follows:

- The Department's new telephone number is 1-888-HMO-2219

As stated in the July 26 memorandum, the Department expects Plans to make all of these changes to appropriate enrollee materials in the course of normal business, no later than June 30, 2001.

California HMO Help Center

Effective immediately, the Consumer Complaint Call Center has been renamed the California HMO Help Center. This new name along with our web site and telephone number, are part of the Department's effort to ensure easy recognition by the public. As with the name, web site, and telephone number changes, any relevant changes to subscriber or enrollee materials should be updated on or before June 30, 2001.

Your continued patience and cooperation is appreciated. If you have any questions or require further information, please contact Brian Bartow at (916) 323-0416.